

POSITION DESCRIPTION

<u>Position Title:</u>	Direct Support Professional
<u>Classification:</u>	Social and Community Services Employee – Level 2
<u>Department/Program:</u>	Direct Support
<u>Report to:</u>	Manager, Direct Support
<u>Location:</u>	Support will be undertaken in the classroom and the community
<u>Issued:</u>	September 2026

POSITION OBJECTIVE

The purpose of this role is to work closely with the people we support to promote the dignity, independence, choices, rights and responsibilities of each person and to support the achievement of goals and personal development. The role will require the incumbent to work flexibly across both Direct Support and Inclusion Training departments as directed and may involve an overlap of supports to some participants where classroom learning and community experiences can support each other.

The Direct Support component of this role will be achieved by assisting people to attain a valued identity as a member of their local community through the establishment of valued roles and to develop and extend their skills, competencies and networks within the community. This includes staff being an appropriate role model by ensuring a positive image of people in the community.

The Inclusion Training component of this role will involve assisting the Trainer & Assessor and members of the Inclusion Training Team to deliver quality education programs that meet the individual needs of each student.

Under the supervision of the Trainer & Assessor, you will be directed to provide support to students engaged in planned classroom activities that focus on developing community access skills, life skills, literacy, numeracy and employability outcomes. The role may require you to provide personal care and support when needed.

Our Values

Integrity

"To consistently act on sound moral principles"

We will act with integrity by:

- Being respectful
- Doing what we say we'll do and being open about how we do it
- Being honest about what we can and cannot achieve
- Acting in a manner that is deserving of your trust
- Having skilled, competent and professional employees

Potential

"The inherent ability or capacity for growth"

We will see the potential of all persons by:

- Believing that everyone has the potential to keep achieving more
- Ensuring that everyone has equal opportunities for development
- Understanding that overcoming obstacles is a necessary part of the journey to success

Individuality

"A single person regarded as a unique personality, distinguished from others by special qualities"

We will embrace individuality by:

- Acknowledging uniqueness and accepting differences in a non-judgemental manner
- Using a person-centred approach to meet the unique needs of each person
- Supporting people to make choices that build the lives they want
- Working with people in unique and personalised ways
- Respecting individual and family customs, practices, beliefs, traditions and heritage

Relationships

"A significant connection existing between people and communities"

We will foster relationships by:

- Being honest with each other
- Supporting and encouraging each other
- Connecting people with their community and nurturing new relationships
- Working together to solve problems
- Listening to each other to achieve mutual understanding
- Strongly believing that together people create better lives

KEY RESULT AREA – Community Supports

Key Responsibilities	Duties
Ensure provision of Direct Supports which facilitate attainment and maintenance of Valued Roles. Maintain effective relationships with the Direct Support team in the delivery and evaluation of person-centred plans, goals and community roles for participants.	• Supports will be provided in a manner that promotes the person's acceptance, belonging, personal growth and contribution. • Enhance competencies and independence through appropriate teaching & learning strategies, including modelling, direct instruction, PCAS, discreet trial training and other techniques. • Enhance the person's image through supporting valued groupings, activities, personal appearance, use of language and settings. • To support participants to be socially and physically included in their local community. • Understand participants and their goals/aspirations /needs. • Participate in developing, implementing and evaluating supports provided by: ○ supporting ongoing relationship development and personal networks with participants and other stakeholders. ○ promoting the dignity, independence, choices, rights and responsibilities of each participant being mindful of dignity of risk and duty of care. ○ providing support and advocacy with participants ensuring rights, choices and personal decision-making are in accordance with the Disability Act 2006 & the Quality and Safeguards Commission guidelines. • Liaise with families, carers, advocates and other service providers, as required. • Provide transport for participants. • Complete all administrative tasks associated with the position accurately and promptly, in line with the organisation's quality management system. • Provide additional feedback on goal progress as required. • Participate in and/or provide relevant training to maintain and increase professional competencies. • Work in line with the participant's positive behaviour supports strategies & consistent approaches. • Attend scheduled staff training, meetings and other meetings as required. • Exercise appropriate independent judgement relating to participants' needs when working in the community. • Conduct the role professionally and ethically at all times. • Respond appropriately to emergency situations that may arise.

KEY RESULT AREA – In-class Supports	
Key Responsibilities	Duties
Support Trainers, Assessors and Work Pathways Coach to deliver programs and services to participants in employment, classroom and community settings.	- Assist the Trainer & Assessor with classroom activities and preparing learning resources. - Under the general direction of the Trainer & Assessor support students to participate in daily programs and/or activities. - Demonstrate an understanding and application of 'duty of care' for each person supported and exercises judgement with sensitive matters. - Demonstrate ability to support a person with work related capacity building activities and goals while following a structured structure and plan. - Support participants' physical and emotional needs and provide support to be socially and physically included in a classroom and their local community. - Provide support in line with all other aspects of the disability service standards and the organisation's mission and values. - Carry out assigned tasks professionally and ethically. - Demonstrate appropriate independent judgement. - Demonstrate a proactive and solution-focused approach to their role.
Ensure effective communication channels with all stakeholders.	- Achieve a positive relationship with each person supported using appropriate communication tools. - Liaise with families, carers, advocates and other service providers, as required. - Feedback received from all stakeholders is positive and complimentary. - Low level of complaints from stakeholders. - Communicate significant issues to the Supervisor you are working with. - Foster positive working relationships with all colleagues and stakeholders.
NOTE: Direct Support Professionals are not required to perform high intensity personal care tasks. However, they may be expected to provide appropriate encouragement, prompting, or supervision to support participants with personal care activities such as toileting, in line with their support plan and dignity of risk principles.	
KEY RESULT AREA - Organisation/Customer Service/Our Team	
Key Responsibilities	Duties
Values of Inclusion Melbourne are incorporated into daily work practices.	Demonstrates and upholds IM Values
Excellent customer service to all stakeholders.	Customer Service (internal & external) skills are demonstrated in all interactions.
Positive customer feedback.	Support key business functions of the organisation ensuring a positive public image of Inclusion Melbourne is presented.

All communications are positive and effective.	• Ensure effective communications with all stakeholders. • Commitment to open communication.
Occupational Health & Safety	• This is often a standard inclusion in PD's
Teamwork	• Attends and participates in relevant meetings • Sets and keeps high standards of teamwork • Openly supports and respects diversity within the team • Works with team members to assist in planning and in achievement of team timeline, goals and outcomes • Proactively supports other team members.
Promote and uphold a child safe culture in all aspects of work, consistent with the Victorian Child Safe Standards.	• Demonstrates compliance with all Child Safe Standards, organisational child safety policies and Code of Conduct
Ensure all interactions with participants, families, and children are respectful, safe, and inclusive.	• Positive feedback from families regarding safe, respectful, and child-centered practice.
Support the cultural safety and expression of children and their families.	• Positive feedback from families regarding culturally safe support.
Participate in ongoing child safety training, induction, supervision and performance review	• Attendance at mandatory training and feedback from performance reviews.

ORGANISATIONAL RELATIONSHIPS

Reports to: Manager, Direct Support
Supervision: Nil
Internal Liaisons: Inclusion Training Staff
Direct Support Department
Work Pathways Coach

External Liaisons: People we support and their families
Community members
Service providers
Members of the public
Employer

ACCOUNTABILITY, EXTENT OF AUTHORITY, JUDGEMENT & DECISION MAKING

- Responsibility for reporting immediately any change in the participants' well-being.
- Responsible for providing high-quality and reliable support in accordance with the guidelines.
- Responsible for undertaking work in accordance with Occupational Health and Safety guidelines.
- Responsible for accurate and consistent recording of progress notes.
- Submission of all paperwork, forms & timesheets by designated date and time.
- Responsible for notifying the Team Leader/Manager immediately of any difficulties in performing duties during the day.
- Direct Support Professionals are instructed to carry out specific tasks as allocated within the classroom and in the community within defined time limits. however, some flexibility is provided to meet specific needs.
- To work within the guidelines and direction of the Team Leader, Trainer & Assessor and Inclusion Training / Direct Support management.
- To exercise professional judgement and discretion when faced with a range of situations and to manage the situation competently and professionally in accordance with the degree of authority of the role.
- Staff are expected to seek guidance and support where they feel unsure of the correct process to follow.

KEY SELECTION CRITERIA

Essential

- Compliance with the Victorian Government/Education Department Vaccination Guidelines and Inclusion Melbourne's Vaccination Policy.
- Minimum Certificate III in Individual Support (or willingness to obtain this qualification through Inclusion Melbourne), or an equivalent or higher qualification in a relevant field (e.g. Certificate IV in Disability).
- An ability to carry out the physical requirements of the role as outlined below.
- A genuine interest in, and commitment to Inclusion Melbourne's vision, mission and values of integrity, potential, individuality and relationships.
- Knowledge, understanding and acceptance of the purpose of the organisation.
- Well-developed interpersonal skills.
- Demonstrated problem-solving, planning and operational skills.
- A flexible and effective approach to working within a team environment, including working across both the Direct Support and Inclusion Training departments flexibly.
- The ability to build rapport with a diverse range of people.
- Excellent written and verbal communication skills.
- Must have a smartphone (iPhone/Android) with the capability to download & utilise Software Applications to receive shifts and information.
- Victorian Drivers Licence and access to a roadworthy vehicle.

Desirable

- Appropriate support experience.
- Experience in a learning environment and community setting.
- Understanding of people with disability.
- First Aid and CPR training.
- Experience and ability to work with volunteers and community members.

NDIS Worker Screening Check

It is a condition of your engagement with Inclusion Melbourne that your employment is subject to clearance through the NDIS Worker Screening Check. It is mandatory for incumbents of risk-assessed roles to have full clearance prior to commencing with Inclusion Melbourne.

Working with Children's Check

All employees who work with children must have a valid working with children check.

Child Safety & Wellbeing

Because this role may involve direct or indirect contact with children, all employees must uphold the Victorian Child Safe Standards, ensuring the safety, rights and wellbeing of all children engaged with Inclusion Melbourne.

This includes:

- Promoting a child safe culture in all interactions.
- Identifying and responding to child safety concerns, risks or disclosures.
- Ensuring support is delivered in child safe physical and online environments.
- Respecting the diverse needs of children, including Aboriginal children, children from CALD backgrounds, LGBTQIA+ young people and children with disabilities.
- Having a zero-tolerance approach to racism and acting upon incidents of racism

Equal Opportunity & Diversity

All appointments will be made in conformance with the spirit and intent of the Equal Opportunity and Anti-Discrimination legislation. Inclusion Melbourne is committed to maintaining a diverse workforce that reflects the diverse needs of the people we support. Inclusion Melbourne is an equal opportunity employer and encourages applications from people with a disability, and from culturally and linguistically diverse backgrounds including Aboriginal and Torres Strait Islanders, and the LGBTIQ community.

I have read, understand and accept this position description, and agree to fulfil the requirements of this role to the best of my ability. I understand that the position description may be modified from time to time to suit organisational requirements.

I agree to notify my supervisor immediately of any change in my capacity to meet the requirements. I also agree to inform my supervisor if any of the following requirements change:

- Driver license status (if applicable)
- NDIS worker screening check
- Compliance with Inclusion Melbourne's Vaccination Policy
- The capacity to fulfil the inherent requirements of the role

Employee's Name:

Employee's Signature

Date: / /